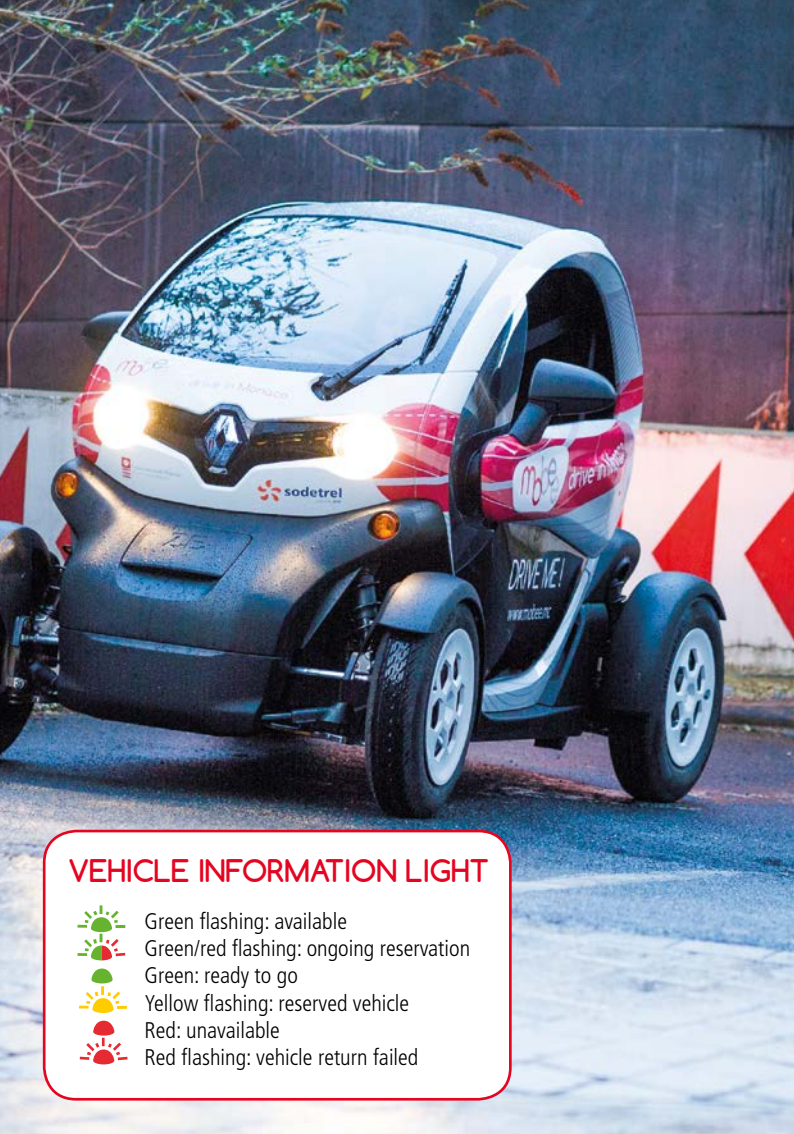
drive in Monaco

# USER MANUAL




## VEHICLE INFORMATION LIGHT

- Green flashing: available
- Green/red flashing: ongoing reservation
- Green: ready to go
- Yellow flashing: reserved vehicle
- Red: unavailable
- Red flashing: vehicle return failed

# SUMMARY


**How to use the vehicle** **2**
- How to start the Mobee 2
- How to stop the Mobee 3

**Driving position** **4**
- Front seat 5
- Anomalies 5

**Dashboard Indicators** **6**

**Information indicators** **9**

**Commands and levers** **10**

**FAQ** **12**


# ACCIDENT OR BREAKDOWN

The mandatory accident and breakdown kit, including fluorescent safety vest and emergency warning triangle, is located under the driver seat.

Notify Mobee whatever the problem, call:
**+33 9 69 322 300** 7/7, from 7am to10pm

In case of a breakdown, theft, flat tyre or fire, call
**0 800 50 68 55** 24/7

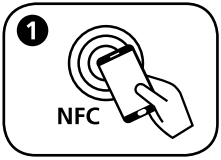
In case of an accident, call
**+33 1 47 11 67 67** 24/7

In case of an accident, send the accident report form to:

**SARL MOBEE c/o MC2D**
**Patio Palace**
**41 avenue Hector OTTO**
**98000 Monaco**

# TO START THE MOBEE

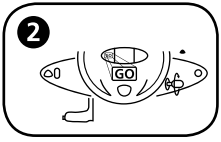
## Step 1




In case of a reservation, make sure that you are taking the vehicle you reserved

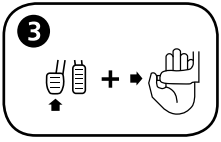
- Present your NFC card or phone over the reader
- Information light flashes from green to red then stays green.
- If the light doesn't stay green: you can't take the vehicle, see the bottom of the page.

## Step 2




- Turn the key all the way and hold until GO lights up and a sound is heard

## Step 3




- Press and hold the brake pedal, push the handbrake button to release it and then push the handbrake lever all the way down.
- To move forward, press D for drive

**You can't start the vehicle**; possible reasons:

- Information light flashes from red to green during less than 30 seconds and then stays red:
  - -The card is not linked to a valid subscriber account; go to your account on the Mobee website, select the card page, link the card to a user and check that the account is active
  - -Your subscription does not allow to take the selected vehicle
  - -The card is not valid
  - -Information light flashes yellow; this vehicle is reserved, try another vehicle
- Information light flashes from red to green during one minute and then stays red: the vehicle is not available, please try another vehicle

## TEMPORARY STOP

- Turn off the engine and set the handbrake
- Wait 10 seconds, information light goes to flashing yellow
- To restart the vehicle, present your NFC card or phone over the reader

## SWITCHING THE MOBEE OFF WITH A CARD

- Turn off the engine and set the handbrake
- Present your card over the reader and hold for 5 seconds
- Information light flashes red and green
    - Green flashing light: vehicle return has been validated
    - Light red then yellow: vehicle return procedure has failed

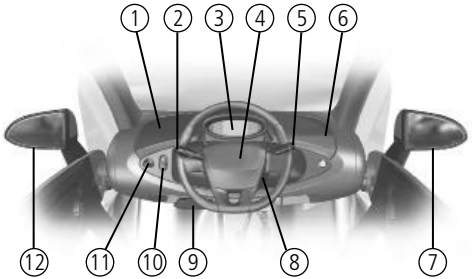
## SWITCHING THE MOBEE OFF WITH A SMARTPHONE

- Turn off the engine and set the handbrake
- Present your phone over the reader
- Information light flashes red and green
    - Green flashing light: vehicle return has been validated
    - Light red then yellow: vehicle return procedure has failed

**You are unable to return the vehicle**; possible reasons:

- Information light flashes red and green and then stays red:
  The vehicle is outside the return zone, please park the vehicle on a street in Monaco or in a partner car park.(See listing of partner car parks stored in the glove box on the left)

# DRIVING POSITION

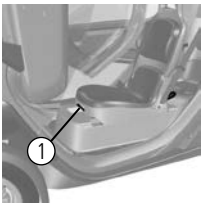



**1.** Storage and auxiliary connection
**2.** Control lever:
- horn
- indicators
- lights
- pedestrian warning sound

**3.** Instrument panel
**4.** Driver airbag
**5.** Windscreen wash/wipe stalk,
- board computer information scroll
- windscreen defrosting

**6.** Lockable storage box
**7.** and **12** exterior rear view mirrors
Exterior rear view mirrors can be adjusted manually
**8.** Ignition key
**9.** Handbrake
**10.** Gearbox position control:
- Drive
- Neutral
- Reverse

**11.** Hazard warning lights



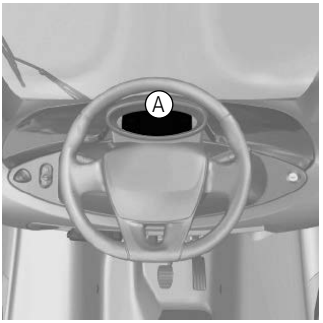

## FRONT SEAT ADJUSTMENT MOVING THE SEAT FORWARD OR BACK

Pull the handle **1** to unlock the seat.
Adjust the seat, release the handle when adjusted and make sure the seat is well locked in position.

## ANOMALIES AND MALFUNCTIONS

Warning light **1** lights up on dashboard when starting the Mobee and goes off after a few seconds. If warning light **1** fails to light up when starting the Mobee or if it lights up when the vehicle's engine's on and running, it signals a system malfunction (airbag…) related to the driving position.

# DASHBOARD INDICATORS (1 OF 2)




**Indicator panel A:**
Panel lights up when starting the vehicle.

**Front and rear position lights**

**Dipped beam headlights**

**Change of direction indicator lights**

**Vehicle immobiliser**

**Ready to go indicator light**
See steps 1, 2 and 3 on page 2.

**Warning light**
Lights up when starting the vehicle and goes off when the engine's on and running. It may light up at the same time as other dashboard indicators.
You need to stop as soon as possible, **drive slowly, with care.** Please, respect the procedure, failing to do so may result in damage to the vehicle.
Park the vehicle safely and alert Mobee, call +33 9 69 322 300

**Warning light**
Lights up when starting the vehicle and goes off when the engine's on and running. It lights up at the same time as other dashboard indicators and a beep sound is heard.
For your security, you must stop the vehicle immediately, in compliance with existing traffic conditions and road regulations.
Stop the engine and do not attempt to restart.
Call Mobee Service.
**Exceptional feature:** warning indicator lights up on steep descent, indicating excessive speed.
It is imperative to slow the vehicle down.
Failing to do so may result in engine damage.

**12 volt battery charge indicator**
If it lights up simultaneously with the STOP light and a beep sound is heard, it indicates an overload or a malfunction in the electric circuit.
You need to switch off all non-essential auxiliary equipment and accessories to limit power consumption.
If it remains lit, stop the vehicle and call Mobee Service.

**Handbrake engaged warning light**
It lights up when the handbrake is engaged.
(See "Handbrake" paragraph on page 11).

# DASHBOARD INDICATORS (2 OF 2)

**System temperature indicator**
If it lights up, it indicates an excessive temperature of the engine or the main, traction dedicated battery. Drive with caution.
**If the temperature indicator lights up, it may be followed by a reduction of the vehicle's usual performance.**

**Low main battery power indicator**
It lights up when the main battery power is low, indicating that the vehicle is running on reserve power. See under "Warning lights" on page 9.
If you're outside Monaco, park the vehicle safely and alert Mobee Service on +33 9 69 322 300 and the breakdown assistance on 0 800 50 68 55

**System malfunction indicator**
If it lights up when driving, it indicates a malfunction within the "58 volts" electric circuit.
You need to call Mobee Service without delay.

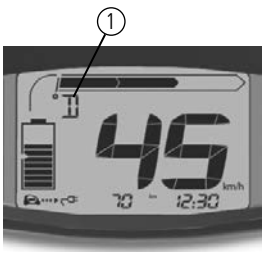
**Windscreen defrosting indicator.**

# INFORMATION INDICATORS

**Battery charge level 1**
The gauge indicates the level of remaining power.
Note: Every time the engine is turned off, the system recalculates the remaining power.
When restarting the vehicle, you may notice that the indicator shows a small variation in the indication of remaining power.

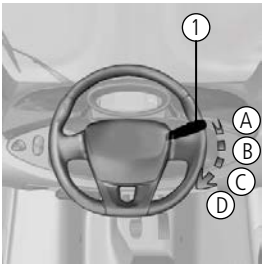
**Minimum reserve power**
When the remaining power is down to 12%, the power indicator lights up and a warning sound is heard.

**Imminent shutdown: insufficient power level**
When the remaining power is down to less than 6%, the warning sound repeats every 20 seconds and the flashes intermittently.
Vehicle's performances diminish progressively down to total immobilisation.



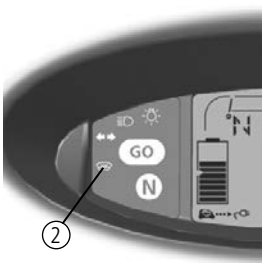

**Gearbox position indicator 1 (N, D or R).**

# WINDSCREEN WIPERS




**Turn the ignition key** and action lever **1 :**
**A stop**
**B intermittent**
Wipers stop and start intermittently every few seconds.
**C Continuous, slow wiper speed**
**D Continuous, fast wiper speed**

# DEFROSTING AND DEMISTING THE WINDSCREEN

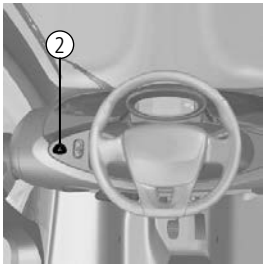



**Defrosting and demisting the windscreen**
With the engine on, turn the tip of lever **1**. Dashboard indicator **2** lights up. This operation allows for a rapid, electric defrosting and demisting of the windscreen.

**Windscreen washers**
Pull the stalk **3** towards you.

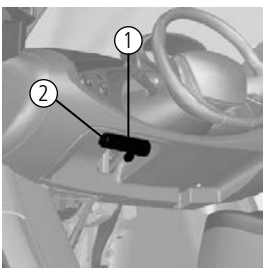
**To exit the function**
Turn the tip of lever **1**. Dashboard indicator light **2** goes off.
Demisting stops automatically after around 10 minutes.

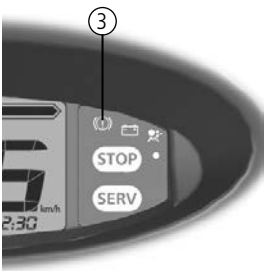
# HAZARD WARNING LIGHTS




**Press button 2**.
This function switches on the four indicator lights creating a distinctive blinking pattern.

# HANDBRAKE




**To release**
- Press and hold the brake pedal
- Press button **2**
- Pull lever **1** lightly towards you with button **2** pressed down
- Push lever **1** all the way down

**To apply**
Pull lever **1** towards you, make sure that the vehicle is immobilized. Handbrake indicator **3** lights up on the dashboard.

# MOBEE FAQ

## FREQUENT QUESTIONS ON THE MOBEE AND HOW TO USE IT

### General information

Mobee is an electric vehicle designed for one driver and one passenger. Its maximum range is 70 km (45 miles).
Mobee can be charged from any domestic electricity supply socket.

### Can I smoke inside?

No, Mobees are non-smoking vehicles.

### Can I transport animals in the Mobee?

No, animals are not allowed in Mobee vehicles.

### Can I transport a young child in the Mobee?

No, Mobees are not fitted with the mandatory equipment.

### Can I use the vehicle with a learner driver?

No, Mobee rental is only available to adults over 18 years of age with a valid driving licence.

### Is Mobee air conditioned and heated?

No, neither.

### Where do I find the key to start the vehicle?

The key to start the vehicle is integrated into the starter slot and cannot be removed. To start the vehicle: present your card or phone over the reader, wait for the light to turn green and then turn the key until GO lights up.

### How to move forward?

Press and hold the brake pedal once the engine's on, push the handbrake button to release it and then push the handbrake lever all the way down. Press the D for Drive button on the dashboard.

## ASSISTANCE

### What number do I call and what are the hours?

You need to contact Mobee Service on +33 9 69 322 300, open 7/7, from 7am to 10pm, for information or if you have a complaint, even if you already called Mobee on either of the two numbers:

- Mobee Assistance: 0 800 50 68 55. Open 24/7.
- Insurance: +33 1 47 11 67 67. Open 24/7.

### Is the rental mileage limited? Is it possible to drive the Mobee abroad?

The rental mileage is not limited and you can drive the Mobee in France and in Italy. Make sure it has sufficient power for the return trip.

### Where can I return the Mobee?

At the end of the rental, you can leave the vehicle anywhere in Monaco, on any street. Park it safely, in compliance with street signage and road regulations.
You can also return the vehicle using a partner car park; leave it on a Mobee designated space. Partner car parks are listed on the Mobee website, a printed list is stored in the glove box.

### What is the length of the rental?

Mobee service is designed for short term rentals, but you can keep the vehicle as long as you need, with no time limit.
It is your responsibility to verify the available power level and to charge the batteries if needed: batteries have to be recharged after 70 km (45 miles) maximum.

### Are last minute reservations possible?

Yes, you can reserve a Mobee vehicle 24/7 on the Internet or by using the smartphone app, even at the last minute. Reservation is not necessary but it can be useful: it blocks the vehicle 15 minutes before the start of the indicated rental time.

## What are the restrictions of use?

Mobee vehicles cannot be used to transport any illegal merchandise, for driving lessons, for towing or any vehicle assistance related maneuvers.
It is illegal to use the vehicle as paying transport, it is also strictly forbidden to use the vehicle as a show exhibit of any kind.
In compliance with road regulations, the vehicle cannot be driven under the influence of alcohol, drugs and any medical treatment that may impair driving abilities.

## Do I need a particular insurance?

No, the insurance is included in the rental price.

## Is the rental price all inclusive?

Yes, insurance, electricity and maintenance are included in the rental price.

## Can I lend my card to a friend?

No, cards are strictly personal. If any other person uses the card (and the Mobee), you remain fully responsible for the vehicle and your insurance is not valid.

## Can I recharge the vehicle during the rental period?

Yes, you can recharge the batteries by plugging the vehicle into any domestic electricity supply socket.

# SUBSCRIPTION AND INVOICING

## What are the rental subscription terms and conditions?

Mobee rental is available to any person with a valid, international driving licence that includes Monaco.
There is no limit with regards to age and date of the driving licence test.
You can subscribe at the Monaco Bus Company or on the Internet. All you need is to fill the subscription form and provide required documents (identity and driving licence).

## What are the means of identification and access to the vehicle?

A personal card is issued on subscription, it opens the car.
If you download the Mobee app, it is also possible to use your smartphone, providing it's compatible.

## Is my guarantee cashed in?

Your bank or card details are stored and serve as guarantee.
In case of non-respect of the Mobee Rental Terms and Conditions, available on the website, all or part of the 300 euros guarantee could be cashed in.

## How is the rental invoiced?

The invoice is issued and available on the 2nd day of the month, direct SEPA debits are processed on the 16th of the month, credit and bank card debits are effective on the 6th of the month.
You can view and verify your invoices on My Account page of the website

## What happens when my credit or bank card is close to expiry date?

You will receive a reminder email from Mobee Services 2 months ahead of the expiry date.
You need to update your means of payment on My Account page of the Mobee website. You can also send us an email directly from the Mobee website.

## How do I update my personal details?

Go to My Account page on the Mobee website or in person at any office of the Monaco Bus Company.

## How do I cancel my subscription?

By email from the contact page of the Mobee website, or by phone on +33 9 69 322 300 or in person at any office of the Monaco Bus Company.

## RESERVATION, RENTAL AND USING THE VEHICLE

### What can I do if the Twizy indicated on my reservation is damaged or I deem its general appearance unsuitable for rental?

Use your smartphone app, website or phone to notify Mobee Services.

**Service and number to call:**

**Mobee on +33 9 69 322 300. Open 7/7 from 7am to 10pm**

### How do I reserve a vehicle?

Select a vehicle on the website or smartphone app and then click on the reservation button.

### How do I start the vehicle?

Present your personal card or your phone over the reader.

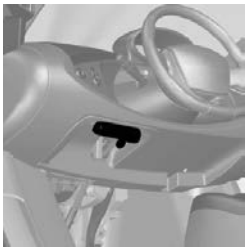
Information light flashes alternatively from green to red then stays:

Red: you're not authorized to use the vehicle

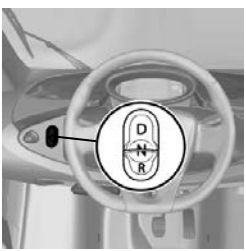
Green: you can start the vehicle, your rental period has begun,

Press and hold the brake pedal then turn the ignition key (key cannot be removed) until GO lights up on the dashboard and a sound is heard.

To release the handbrake, press the brake pedal, push the button on the handbrake lever, pull the lever lightly and then push it all the way down.



To put the vehicle into forward, press the brake pedal and push the D for Drive button.
To put the vehicle into reverse, press the brake pedal and R for Reverse.
To put the vehicle in neutral, press the brake pedal and N for Neutral.




## Is any maintenance necessary during the rental?

All our rental vehicles are regularly serviced. However, depending on the length of your rental and distances driven, we would advise you to verify oil and water levels and check tyre pressure.
Mobee Service is at your disposal during opening hours for any vehicle use related questions. Please contact the service immediately if you notice that a dashboard indicator is lit up or flashing, in order to allow Mobee to undertake preventive maintenance.

## What happens if I made a reservation but decided not to take the vehicle?

The vehicle you reserved will become available 15 minutes after the reservation. In order to limit possible abuse, penalties may apply in accordance with the Rental Terms and Conditions.

## END OF THE RENTAL

### Parking the vehicle in the partner car parks:

Partner car parks are equipped with automatic licence plate readers.
Bring the vehicle to the detection zone situated close to the barrier; it will open once the licence plate has been read.

### What to do if the barrier doesn't go up:

- If the barrier doesn't go up on approach, try moving the vehicle forward or back a little.
- If the licence plate hasn't been detected after you've tried it a few times, press the assistance button, give the vehicle's licence number to the attendant and indicate that you're driving a Mobee. It will authorize manual opening.

### Where do you store lost and found?

All lost and found objects are stored at the Monaco Lost and Found, address:
4 rue Notari - MC 98000 Monaco - (+377) 93 15 30 18.
Open Monday to Friday from 9.30am to 5pm.

### Who cleans the vehicle?

All our rental vehicles are inspected and cleaned regularly. However, you are responsible for the vehicle's external and internal appearance during the rental period. All vehicles need to be returned as found. Penalties may apply should repeated interior/exterior defaults or damage be noted, as specified by the Rental Terms and Conditions.
Please check the vehicle for any personal objects before leaving.

## PROBLEMS AND SOLUTIONS

### I can't start the vehicle, what should I do?

**Service and number to call:**

**Mobee +33 9 69 322 300. Open 7/7 from 7am to 10pm**

Please check the following:

- The vehicle is not reserved (yellow light) or unavailable (red); the vehicle is available (green, flashing),
- Vehicle availability light stays green once the card or phone is presented over the reader,
- « GO » lights up on the dashboard once you turned the ignition key;

Once the card or phone has been presented over the reader:

- Vehicle availability information light flashes from red to green during 30 seconds and then stays red: the vehicle is not available, please try another vehicle
- Vehicle availability information light flashes from red to green during less than 30 seconds and then stays red:
  - The card is not linked to a valid subscriber; go to your account on the website, select the card page, link the card to a user and check that the account is active
  - Your subscription does not allow to take the selected vehicle
  - The card is not valid

If the selected Mobee fails to start following the above steps, please try a different vehicle.

### I found a Mobee card, where do I send it?

Should you find a Mobee card, please return it to the nearest Mobee office.

## Missing equipment

**Service and number to call:**

**Mobee +33 9 69 322 300. Open 7/7 from 7am to 10pm**

If any equipment is missing (emergency triangle or safety vest, user guide…) the amount for replacement will be added to your invoice, according to the value of the missing equipment.
You need to check the car and equipment prior to starting the rental and indicate all anomalies and missing equipment using the smartphone app, Mobee website or the telephone number above.

## What to do if I lose my card?

**Service and number to call:**

**Mobee +33 9 69 322 300. Open 7/7 from 7am to 10pm**

In case of loss or theft of your personal card you need to contact Mobee as soon as possible or report it at the Monaco Bus Company offices. Please note that the cost of a new card issued as a result of loss or theft will be invoiced to your account, as specified in the Rental Terms and Conditions.
You can deactivate the missing card immediately on your personal space of the Mobee website.

## In case of a fine (parking, traffic offence…), who pays?

You are fully responsible. All traffic offence related fines, or fees and fines resulting from the vehicle being towed away and/or impounded, are linked to your rental period and account and you have to pay them according to local regulations. All fines incurred during the rental period will be forwarded to the competent services; your personal details will be included.
Administrative costs resulting from processing fines will be added to your rental invoice, as indicated by the Rental Terms and Conditions.

## ACCIDENT, BREAKDOWN AND MALFUNCTION

### I drove too far and ran out of power, what should I do?

**Service and number to call:**

- **Assistance: 0 800 50 68 55**
  **Open 24/7**
- **In all cases, call Mobee: +33 9 69 322 300**
  **Open 7/7 from 7am to 10pm**

In case your vehicle runs out of power, you can be towed to the charging point of your choice, providing it's within 70 km (45 miles).
Once it's sufficiently charged, you need to bring it to the vehicle return point in order to end the rental period.
Mobee reserves the right to apply penalties, as specified by the Rental Terms and Conditions.

### What to do in case of a breakdown?

**Service and number to call:**

- **Assistance: 0 800 50 68 55**
  **Open 24/7**
- **In all cases, call Mobee: +33 9 69 322 300**
  **Open 7/7 from 7am to 10pm**

All Mobee vehicles are regularly serviced and thoroughly inspected. However, in case of a breakdown call assistance and the vehicle will either be repaired where you are or taken to the garage, if an important intervention is needed.
In case your rental vehicle is immobilised for a long period, we will propose an adequate mobility solution to allow you to reach your initial destination (replacement vehicle, taxi, accommodation...).
It is strictly forbidden to carry out any repairs or maintenance work whatsoever, without prior, written accord delivered by Mobee.
Use the Mobee website to let us about the breakdown and your last trip, go to Profile page and then click on the triangle.

Please remember to return your Mobee!

## What to do in case of a flat tyre?

**Service and number to call:**

- **Insurance: +33 1 47 11 67 67**
  **Open 24/7**
- **In all cases, call Mobee: +33 9 69 322 300**
  **Open 7/7 from 7am to 10pm**

In case of a flat tyre, Mobee will send a breakdown assistance vehicle.
Report the incident on our website!
Remember to return your vehicle!

## What to do in case of an accident?

**Service and number to call:**

- **Insurance: +33 1 47 11 67 67**
  **Open 24/7**
- **In all cases, call Mobee: +33 9 69 322 300**
  **Open 7/7 from 7am to 10pm**

In case of an accident you need to:

- Make sure the accident zone is secured;
- Alert the police (and emergency services if needed) immediately, especially in case the other party's fault needs to be established;
- Write down the names and addresses of all involved and witnesses;
- Make sure the vehicle is safe before leaving the scene;
- Fill the accident report form and send it to:

Mobee
Patio Palace
41 avenue Hector Otto
98000 Monaco

- Both parties involved in the accident fill the form (one form per accident in case of all accidents involving more than one party), on the scene of the accident, with as much precision as possible.
- In case of a disagreement on one or several accident description points, you need to indicate it clearly before signing the form. It's too late to contest once the form is signed;
- Bring the vehicle back to the return zone immediately, if it can be driven. If it's is too damaged to be driven, call the insurance services;
- Transmit the accident report form to Mobee as soon as possible and report it on the website.

**What to do if the vehicle is stolen?**

**Service and number to call:**
- **Insurance: +33 1 47 11 67 67**
  **Open 24/7**
- **In all cases, call Mobee: +33 9 69 322 300**
  **Open 7/7 from 7am to 10pm**

If your vehicle has been stolen, you should contact the police immediately and file a stolen vehicle report. Contact assistance in case you need repatriation.
Transmit the stolen vehicle report to Mobee as soon as possible.
Please note that luggage and personal objects are not insured.

**What happens if I damage the vehicle during the rental?**

**Service and number to call:**
**Mobee: +33 9 69 322 300. Open 7/7 from 7am to 10pm**

You need to report all incidents involving the vehicle to Mobee, on the website, the smartphone app or by phone.
If it's confirmed that you are responsible for the damage to the vehicle, your guarantee could be partially or fully cashed in.

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# IN CASE OF AN ACCIDENT OR BREAKDOWN

The mandatory accident and breakdown safety kit, including fluorescent safety vest and warning triangle, is located under the passenger seat.

Notify Mobee whatever the problem, call
**+33 9 69 322 300** 7/7 from 7 am to 10pm

In case of a breakdown, theft, fire or flat tyre, call
**0 800 50 68 55** Open 24/7

In case of an accident, call
**+33 1 47 11 67 67** Open 24/7

In case of an accident, send the accident report form to:

**SARL MOBEE c/o MC2D**
**Patio Palace**
**41 avenue Hector OTTO**
**98000 Monaco**

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www.mobee.mc

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